

# STATE OF MONTANA

## JOB DESCRIPTION

*Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Title: Computer Support Specialist      Position Number: 19003**

**Location: Helena or an MDT District Office    Department: Transportation**

**Division and Bureau: Engineering, Engineering Operations**

**Section and Unit: Engineering Training**

### **Job Overview:**

This position is the Computer Support Specialist for the Engineering Operations Bureau and is responsible for statewide training and support of Engineering Project Scheduler (EPS) software; works with the Engineering Systems Section for training and security privileges; ensures all training materials and help files are kept current; and develops and maintains the on-line help and related business process documentation. The position reports to the Engineering Training Section Supervisor (#32073).

### **Essential Functions (Major Duties or Responsibilities):**

#### **Technical Assistance – 60%**

Provides technical assistance and user support for Engineering Project Scheduler (EPS) users statewide on information system functions and operations.

- Troubleshoot and resolve technical issues that end users come across while using EPS.
- Track and document technical issues and how they were resolved
- Assist in testing new features and new versions of the software

- Assist non-technical users regarding EPS programming and system capabilities including building customized views for different roles.
- Manages projects in Engineering Project Scheduler (EPS). This includes new project creation, setting ready dates, reviewing links, scheduling, flowcharts and notifying the appropriate stakeholders when projects are complete
- Provides technical assistance for Engineering Project Scheduler (EPS) users on information system functions and operations and provide specialized support functions.
- Manages Outlook Distribution lists for EPM Users, Functional Managers (FM's) and Project Managers (PM's).
- Provides user support to help answer questions, resolve issues and troubleshoot errors.
- Manages the continual development and maintenance of the Engineering Project Scheduler (EPS) web pages by developing and creating content and imagery that is appealing and integrated with the MDT website and printed training documents to maintain consistency and user ease.
- Identifies ongoing user needs and areas of deficiency by reviewing Help Desk logs, conducting training surveys, assessing new hardware, software and application changes, and delivering specialized workshops and training sessions.

### **Training Coordination and Technical Documentation – 35%**

Develops, performs and monitors training and on-line help materials, coordinates the training plan, course schedules and user security, and regularly evaluates business practices and polices to update business process documentation.

- Develops training curricula and coordinates individual and area training programs for the Engineering Project Scheduler (EPS) functions and operations to ensure the proficiency and competency of users.
- Researches and performs the development, implementation, and evaluation of specific course modules and manuals.
- Reviews and evaluates new or alternative training modules, adult education techniques, instruction tools and materials, and other training resources to identify and incorporate enhancements to the training program.
- Performs Engineering Project Scheduler (EPS) training to users statewide for all user roles.
- Conducts assessments to evaluate the effectiveness of training for continuous improvement.
- Schedules and coordinates training course locations and training materials according to the training plans and the requirements of each course.
- Coordinates with the Engineering Project Scheduler (EPS) administration group to ensure that user security is set based on their role and the different training that the individual users have taken.

- Tracks the class participants at each training session and submits the necessary information to Human Resources so that users receive the credit for attending and to track the quantities of users that require each type of training for follow-up training or when there are significant updates to the software or business processes.
- Manages MDT's library of Engineering Project Scheduler (EPS) training documents, reference materials, technical manuals, visual and audio media, and other resources.
- Researches and evaluates current and evolving business processes and objectives of users to establish strategic plans for ongoing development and maintenance of the Engineering Project Scheduler (EPS) training program, training documents and business process documentation.
- Develops, coordinates and maintains the on-line help for the Engineering Project Scheduler (EPS) software to ensure the on-line help is functional and useful for the users and meets MDT's construction administration business practices.
- Develops and maintains a file storage, versioning and archiving process that ensures the training materials correspond to the version of the software and that changed documentation files are not corrupted when software is upgraded.

#### **Other Duties as Assigned – 5%**

#### **Supervision**

The number of employees supervised is: 0

#### **Physical and Environmental Demands:**

- Light lifting (less than 10 lbs.)
- Remaining seated for extended periods of time, with occasional walking, standing, bending
- Travel within the state to project locations, and out of state travel to national conferences and meetings
- Communication in writing, in person and over the phone
- Technical writing
- Instructing
- Ability to multi-task
- Decision making
- Demands for accuracy in all aspects of work
- Compiling and comparing data
- Comprehend and apply policies, practices and guidelines
- Dealing with agency business users at all levels

**Knowledge, Skills and Abilities (Behaviors):**

- Ability to apply adult education principles and practices within a large diverse organization
- Effectively communicate with people at all levels in the organization
- Independently develop and modify adult training materials and programs and match delivery with available technology
- Verbally present information in a public speaking environment
- Knowledge of project planning and management
- Knowledge of research methods and techniques

**Minimum Qualifications (Education and Experience):**

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor's Degree in Education, Organizational Development, Civil Engineering, Civil Engineering Technology, Information Systems or a related field.

This position requires a minimum of 3 years of experience in adult education, training, technical assistance, design, information systems, including, 1 year in training or technical assistance.

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

**Special Requirements:**

*List any other special required information for this position*

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|--|--|
| <input type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check  | <input type="checkbox"/> Other; Describe                   |
| Union Code                                 | Safety Responsibilities                                    |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**Signatures**

My signature below indicates the statements in the job description are accurate and complete.

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<b>Immediate Supervisor</b>	<b>Title</b>	<b>Date</b>
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<b>Administrative Review</b>	<b>Title</b>	<b>Date</b>
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My signature below indicates that I have read this job description.

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<b>Employee</b>	<b>Title</b>	<b>Date</b>
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**Human Resources Review**

**Job Code Title: Trainer 1   Job Code Number: B1F011   Level: 1**

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☐ Telework Available

☒ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

**Human Resources:**

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**Signature**

**Title**

**Date**